

**National Network of Libraries of Medicine
New England Region**

Quarterly Report

May 1, 2003 through July 31, 2003

Contract Number N01-LM-1-3518

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Table of Contents

EXECUTIVE SUMMARY –	3
TIMELINE OF ACTIVITIES	4
BASIC NETWORK PROGRAMS	7
Resource Sharing	7
Technology	8
Awards for Network Members	9
Communications and Publicity.....	9
Regional Advisory Council	9
Resource Library Directors.....	10
OUTREACH PROGRAM.....	11
Subcontracts	11
Outreach to Health Professionals and Information Providers	11
Outreach to Consumer Health Information Providers	12
Exhibits.....	12
STATE, REGIONAL, AND INTRA-REGIONAL MEETINGS AND EVENTS	13
<u>ATTACHMENTS:</u>	15

Executive Summary –

Summer quarters often look deceptively slow. Training sessions are fewer because of the summer months, and much time is given to organizing and preparing for the coming year's training sessions, exhibits, trade shows, and the awards and subcontracts cycles. Summer quarter is also a time when a great deal of work is devoted to intra-regional meetings and projects, site visits to member libraries, and other relationship-building events. A key landmark on the year's calendar occurs in this quarter: the RML director's meeting at the Medical Library Association conference. The meeting underscored many of the issues RMLs are grappling with: outreach methods to public health and public libraries, interlibrary loan fee structure, and scholarly publishing.

A key landmark for the NER five-year contract occurred in this quarter—the NLM site visit. While requiring significant preparation and presentation, it was a time to review the accomplishments of the NER programs and examine the work that needs to be done. NER network members actively participated in the site visit in person and in written commentaries on the RML program.

Other events and visits also underscored the issues that loom over health science libraries. The NER co-sponsored a symposium on scholarly publishing hosted at the New England Library Network (NELINET) facility. Speakers representing contributing authors, academic institutions, libraries, and publishers gave presentations on the forces driving this pivotal time for publishing academic research. State library associations are also attempting to organize around consolidating licensing agreements for hospital libraries.

Outreach and training has continued throughout the summer. Over a dozen training sessions were given to health professionals, librarians, and the general public. A total of 150 attendees were recorded for these training sessions. This quarter was also devoted to a search and the selection of a consumer health information coordinator. Three candidates were interviewed on the latter days of the quarter. The NER hopes to have a new consumer health information coordinator hired by mid-September.

Throughout the quarter, training and consultation continued on resource sharing systems, with training sessions given in Boston, individual site visits, and phone consultations. The NER is also represented in the newly formed EFTS Advisory Committee, which the University of Connecticut convenes via teleconference.

Our technology awareness program was active in participating in national events (NN/LM as well as the NHII Meeting) as well as planning and revising the Web page for the awards announcements to network members.

While attending one conference during the quarter, the NER received its assignments for exhibiting at national conferences for FY03 contract.

Timeline of Activities

1-May	Medical Library Association meeting, through May 7	Communication/ Representation
2-May	Attended RML Directors meeting	Communication/ Representation
4-May	Hosted luncheon update for NER Resource Library Directors attending MLA	Communication/ Representation
9-May	Attended NELINET annual meeting, Wyndham Hotel, Westboro, MA	Communication/ Representation
14-May	Gave presentation on NER programs and services to 15 physicians from St. Vincent's Hospital in Worcester	Outreach HIP
15-May	Site visit to the Brockton AHEC; outlined NLM funding opportunities	Communication/ Representation
16-May	Attended HSLIC (Maine) meeting in Orono, ME	Communication/ Representation
16-May	PubMed Class at Hartford Hospital	Outreach HIP
16-May	Site Visit to Tufts Veterinary School, Grafton, MA	Resource Sharing
19-May	Attended UMass AHEC Advisory Board Meeting	Communication/ Representation
19-May	Site visit to Copley Hospital, Morrisville, VT	Resource Sharing
19-May	Exhibited at Vermont Library Association Annual Conference, Burlington, VT; through May21	Resource Sharing
20-May	As past president, attended Boston Library Consortium Board of Directors meeting	Communication/ Representation
21-May	Gave presentation on NER programs and services to 20 Milford/Whittinsville hospital physicians	Outreach HIP
21-May	Attended Diversity Summit at Simmons College GSLIS	Communication/ Representation
28-May	MedlinePlus public training session, West Boylston, MA	Outreach CHI
2-Jun	Attended NER/BLC/NELINET Symposium on Scholarly Publishing	Communication/ Representation
4-Jun	PubMed at the Boston College workshop: Evidence-Based Practice for Social Workers	Outreach HIP
6-Jun	NAHSL Executive Board meeting, Shrewsbury	Communication/ Representation
10-Jun	Attended Library Retreat; David Ginn, Resource Library Director, Boston University was keynote speaker	Communication/ Representation

11-Jun	MedlinePlus training session to Diabetes group at Day Kimball Hospital, Putnam CT	Outreach CHI
12-Jun	Attended BLC Management Council meeting, Northeastern U, Boston	Communication/ Representation
12-Jun	Attended CAHSL (Conn) year-end dinner meeting, Wallingford, CT	Communication/ Representation
12-Jun	PubMed Western MA Regional Library System Hatfield, MA	Outreach HIP
12-Jun	PubMed & MedlinePlus at Franklin Medical Center	Outreach HIP
13-Jun	Presented RML Update at UMass/Central Massachusetts Hospital Librarians and Affiliate Librarians	Communication/ Representation
13-Jun	Attended Critical Mass Meeting, Mass. Coalition for healthcare access issues	Outreach HIP
17-Jun	Remote Instruction to Vermont Technical College, Randolph Center, VT	Resource Sharing
17-Jun	NLM Site Visit	Program Review
18-Jun	Represented the RML at the ARISHL 50th Anniversary celebration	Communication/ Representation
19-Jun	Attended Kick-off event for the New Bedford subcontract	Outreach HIP
20-Jun	Attended ALA Toronto, assist at NLM booth; through June 23rd	Outreach CHI
26-Jun	As past president, attended BLC retreat, Contuit, MA., through June 27	Communication/ Representation
26-Jun	MedlinePlus training session to Vermont public librarians, Grafton VT	Outreach CHI
30-Jun	Participated in National Health Information Infrastructure Meeting in Washington, D.C. Through July 2	Technology
2-Jul	Phone call with Elizabeth Eaton, HAM-TMC, re: RML site visit	Communication/ cross-regional collaboration
9-Jul	Participated in phone survey regarding the NLM Partners Steering Committee	Communication/ Representation
9-Jul	PubMed training at Lamar Soutter Library	Outreach HIP
10-Jul	Participated in NOMC Training for the Mapping and Reporting Software	Technology
15-Jul	Participated in conference call with Janie Kaplan and Constance Malpas (NYAM) re: possible future collaborative public health activities	Communication/ cross-regional collaboration
17-Jul	Viewed portions of the Mid-Continent Region's Site Visit.	Technology
21-Jul	Hosted an Early Childhood Resource Center Introductory meeting.	Outreach CHI
23-Jul	NLM Systems Update for MAHSLIN Boston	Outreach HIP
23-Jul	Medical Grand Rounds at Cambridge Hospital; MA	Outreach HIP
23-Jul	MAHSLIN PubMed-LinkOut Class at Children's Hospital, Boston, MA	Resource Sharing

26-Jul	Attended Reforma Northeast meeting at Worcester Public Library	Communication/ Representation
28-Jul	Interviewed candidates for Consumer Health Information Coordinator, through July 30	Outreach CHI

Basic Network Programs

Resource Sharing

While Network Services responded to increasing member calls and e-mails, onsite visits and training session were also held throughout the region. Extended training sessions were held in Vermont where libraries increased their focus on document delivery services: Vermont Technical College moved from Affiliate membership to becoming a Full Member. Administrators at Copley Hospital in Morrisville, Vermont are seeking to improve their information delivery to clinicians and provide consumer health support. The library will be seeking support for electronic document delivery through an NER award.

Also in Vermont, Network Coordinator, Mark Goldstein, attended the Vermont Library Association in May. Thirteen public libraries were added to the Network as affiliate members.

NER participated in the LinkOut Support Meeting at the MLA conference. Mark's presentation focused on training librarians in setting up LinkOut functionality. A LinkOut training session was also conducted as a continuing education program for the Massachusetts Health Science Library Network in Boston.

May 6 Mark	Presented at MLA for NCBI/NLM LinkOut Support Meeting
May 16 Mark	DOCLINE/Resource Sharing support to Tufts Veterinary School, Grafton, MA
May 19 Mark	DOCLINE/Resource Sharing support to Copley Hospital, Morrisville, VT
May 19-21 Mark	Exhibited at Vermont Library Association Annual Conference, Burlington, VT
June 17 Mark	Remote Instruction to Vermont Technical College, Randolph Center, VT
July 23 Mark	MAHSLIN PubMed-LinkOut Class at Children's Hospital, Boston, MA

SUBTOTALS

NER NETWORK STATS

Member Consulting Services	178
Routing Table Approvals	152
DOCLINE Hold Requests	74
New Members	13
Library Closings	2
Onsite Visits	2
Classroom Training	2
Loansome Doc Referrals	5
TOTALS	428

Technology

This quarter Technology Awareness focused on those systems used to advance and monitor the work of NER staff, state and regional associations, and the NN/LM. In addition, NER participated in the National Health Information Infrastructure (NHII) meeting in Washington, DC. Technology Coordinator, Penny Glassman, also assisted NLM at the ALA/CLA conference in Toronto.

The RML continues assisting with the development of the National Outreach Mapping Center systems. Much work has been done in order to reconcile records for loading into the NOMC system with new naming schemes that would make the NOMC data usable. Testing also continues on the NLM Exhibits database still in development.

The RML and the different state associations hosted by the RML had revisions done to several sections of their respective websites. A feedback form was developed for the NLM site visit. Network Members were asked to submit their feedback on the NER program for a three-week period prior to the site visit. Later in the quarter the Funding Opportunities pages were adapted for this year's awards structure. State library associations have also made revisions to their website with RML assistance. RML also assisted NAHSL in using online forms for the upcoming chapter conference.

The RML made arrangements to host MLA's satellite teleconference in September at the UMass Worcester campus. Throughout the quarter, the technology coordinator has been researching the logistics for the teleconference. UMass Worcester will serve as a host site.

May-July Penny	Worked with NOMC to resolve problems related to loading the outreach activities
May-July Penny	Assisted Web Developers from the various regional library groups (Implementation of the www.mahslin.org domain name, and updates to ARIHSL ILL Statistics form, updates to HSLIC Web site.)
May Penny	Website updates for NLM Site Visit. Included a Survey, addition of Funded Projects page, NER Priorities for 03-04, Program Objectives.
May 3 Penny	Attended Web Developers Meeting at MLA Conference
June 30-July 2 Penny	Participated in National Health Information Infrastructure Meeting in Washington, D.C.; prepared an article for the NER'estah newsletter on the conference.
July Penny	Investigated feasibility of Umass hosting MLA Satellite Teleconference on September 10th.
10-Jul Penny, Mark, Donna, Javier	Participated in NOMC Training for the Mapping and Reporting Software
17-July Penny	Viewed portions of the Mid-Continent Region's Site Visit. Presented briefing to rest of staff.

Awards for Network Members

With approval of our FY 03 budget, work has begun on promoting our new awards opportunities for network members. While official calls for participation will be made in the upcoming quarter, we have begun discussing the new awards structure at association meetings. The resource sharing related site visit to Copley Hospital in Vermont raised interest in that hospital's administrators to improve the library's services. Other hospitals have inquired about the availability of awards and have begun preparing their proposal letters. Many of these hospitals are interested in Electronic Document Delivery awards for enhancing their document delivery services with a document scanner/sender.

The NER cosponsored a symposium on scholarly publishing organized by the NELINET Consortium. (attachment) Many of the region's medical librarians attended the event. The NER has asked attendees about follow-up sessions or activities that could be organized around scholarly publishing. Another forum on scholarly publishing is being organized for the NAHSL conference in October.

Communications and Publicity

The NLM Site Visit on June 17 was a major event for the quarter. Much work was done in preparing for the event as well as asking for participation from network members. Network members generously gave of their time to speak to the site visit committee on behalf of their library and the NER program. A mix of Resource Libraries and Primary Access Libraries, and libraries from urban and rural areas were represented at the site visit. Member libraries provided the site visit committee with a glimpse into the state of health science libraries in the region. A feedback form was created in order to gather comments from members who would not be able to attend the site visit. (attachment)

Fifty-five (55) messages were distributed on the NAHSL-L electronic list by New England Region staff. Updates on NER activities were given at several venues, and state library associations.

One issue of the NER'eastah newsletter was released this quarter (Attachment). Articles were written regarding the NLM Site Visits, NHII Meeting in Washington DC, and the Symposium on Scholarly Publishing the RML cosponsored.

Regional Advisory Council

Representatives from the Regional Advisory Council also assisted the site visit, giving reports on their respective committees. One result of the site visit was the realization that NER staff should seek greater participation from network members on the RAC and its subcommittees. NER will be looking to add new members to some of the standing committees. Another was the need to clarify

some of the committee charges and boundaries; to provide a clear direction to these groups. Committees will be re-constituted during the next quarter.

Resource Library Directors

Resource Library Directors continue to be active in providing feedback to the NER. RLDs were convened at MLA conference in San Diego where they were briefed on events and happenings related to the RML Director's meeting. Scholarly publishing and ILL fees continue to be a reported concern for directors. Many of the library directors also attended the co-sponsored symposium on Scholarly Publishing and many also attended the NLM Site Visit. Arrangements have been made to have a follow up discussion at the RLD forum at the October NAHSL chapter conference. David Ginn, Judy Messerle from AAHSL Scholarly Publishing Task Force will lead the discussion with MLA president Pat Thibodeau.

Outreach Program

Subcontracts

Subcontractors continue their work on their various projects. Quarterly reports from subcontracts have been attached. One new subcontract has been added.

Hartford Hospital Library has initiated the “**Building Bridges to Complementary and Alternative Medicine**”. The purpose of this outreach project is to develop a multi-format information resource for integrating complementary therapies and alternative medicine (CAM) into a traditional hospital care setting. The target audience for the projected resource is health professionals, practitioners, and administrators who are interested in CAM therapies for their institutions. The project will be coordinated by Hartford Hospital’s Health Sciences Libraries and the Integrative Medicine department. Performance period: June 1, 2003—December 31, 2005.

The Evidence-based Training to Social Workers subcontract with Boston College Social Work Library had its training event on the 3rd and 4th of June. Twenty-five social workers from the Boston Metropolitan area received intensive training for the two-day period. Per the subcontract, follow-up will be done with this cohort of trainees. (attachments: See Quarterly Report and Training Session Report from Donna Berryman)

Outreach to Health Professionals and Information Providers

Outreach Coordinator Donna Berryman provides reports and evaluations for each training activity conducted. **(See Attachment)** In addition to the training sessions and activities listed below, the Outreach Coordinator continues to serve on cross-functional teams at the Lamar Soutter Library. Donna is a member of the Outreach Study Team which is involved in researching different outreach models employed by libraries of similar size and scope. The team will be issuing a final report in August.

NER coordinators are encountering many problems with the revised NOMC Participant Information Sheet. The problems are related to the question regarding populations the training attendee serves. After carefully explaining the form, many discrepancies still occur. Participants indicate serving a diverse population than is actually the case.

16-May Donna	PubMed Class at Hartford Hospital
4-Jun Donna	PubMed at the Boston College workshop: Evidence-Based Practice for Social Workers
12-Jun Donna	PubMed Western MA Regional Library System Hatfield, MA
12-Jun Donna	PubMed & MedlinePlus at Franklin Medical Center

13-Jun Donna	Attended Critical Mass Meeting, Mass. Coalition for healthcare access issues
19-Jun Donna	Kick-off event for the New Bedford subcontract
9-Jul Donna	PubMed training at Lamar Soutter Library
23-Jul Donna	NLM Systems Update for MAHSLIN Boston
23-Jul Donna	Medical Grand Rounds at Cambridge Hospital; MA

Outreach to Consumer Health Information Providers

Training sessions for consumer health information providers continues for the region. Associate Director Javier Crespo has provided training sessions for public librarians in Vermont and sessions for the public for a diabetes care group and at a neighboring public library.

Much work has been done to recruit a new Consumer Health Information Coordinator. This quarter we announced the vacancy (**See Attachment**), selected three candidates for interviews, and selected a candidate for the position. The new hire will start in September and will attend the NLM orientation session in Bethesda.

28-May Javier	MedlinePlus public training session, West Boylston, MA
11-Jun Javier	MedlinePlus training session to Diabetes group at Day Kimball Hospital, Putnam CT
20-Jun Javier	Assist at NLM exhibit, ALA Toronto, giving demos on MEDLINEplus en espanol
26-Jun Javier	MedlinePlus training session to Vermont public librarians, Grafton VT
28-Jul All	Interviewed candidates for Consumer Health Information Coordinator, through July 30

Exhibits

The RML had one exhibiting opportunity this quarter. The Vermont Library Association annual meeting was attended. Thirteen new public libraries were added as affiliate members.

We have received the national exhibit schedule for the year and have registered for other regional meeting for the coming quarters.

NER was represented at the ALA/CLA conference in Toronto. Javier Crespo and Penny Glassman assisted other RML librarians in staffing the exhibit booth and doing presentations. Presentations were given for NLM Exhibits programs and *MedlinePlus en espanol*. Presentations on MedlinePlus en espanol were given in Spanish.

19-May Mark	Exhibited at Vermont Library Association Annual Conference, Burlington, VT; through May21
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State, Regional, and Intra-regional meetings and events

NER staff serve on various committees of regional professional associations. Staff also attend association meetings throughout the region and participate on other advisory boards. Director Elaine Martin serves on the Boston Library Consortium and is on the advisory board for the Massachusetts AHEC program. In attending health science library association meetings, groups continue to work on group licensing issues (Maine, Connecticut) and hospital library standards (Connecticut). Health science library associations continue to dismay over ensuing budgetary measures at most healthcare organizations.

2-May All	Attended RML Directors meeting at MLA
9-May Elaine, Javier, Mark	Attended NELINET annual meeting, Wynham Hotel, Westboro, MA
21-May Elaine	Presented NER programs and services to 20 Milford/Whittinsville Hospital physicians, Milford, MA
14-May Elaine	Presented NER programs and services to 15 physicians from St. Vincent's Hospital in Worcester
15-May Elaine	Brockton AHEC meeting with Joanne Calista, Director, UMass AHEC and Mick Huppert, Director, Office of Community Programs, outlined NLM funding opportunities
13-Jun Elaine, Javier, Donna, Mark	Presented RML Update at UMass/Central Massachusetts Hospital Librarians and Affiliate Librarians
16-May Javier	Attended HSLIC (Maine) meeting in Orono, ME
19-May Elaine	Attended UMass AHEC Advisory Board Meeting
20-May Elaine	Attended Boston Library Consortium Board of Directors meeting

21-May Javier	Attended Diversity Summit at Simmons College GSLIS
2-Jun Elaine, Javier, Mark	Attended NER/BLC/NELINET Symposium on Scholarly Publishing
6-Jun Javier	NAHSL Executive Board meeting, Shrewsbury
10-Jun All	Attended Library Retreat; Keynote Speaker: David Ginn, Resource Library Director, Boston University,
12-Jun Elaine	Attended BLC Management Council meeting, Northeastern U, Boston
12-Jun Javier	CAHSL (Conn) year-end dinner meeting, Wallingford, CT
18-Jun Elaine, Javier	ARIHSL (Rhode Island) 50th Anniversary Celebratory Meeting, Providence
2-Jul Elaine	Phone call with Elizabeth Eaton, HAM-TMC, re: RML site visit
9-Jul Elaine	Participated in phone survey regarding the NLM Partners Steering Committee
15-Jul Elaine	Participated in conference call with Janie Kaplan and Constance Malpas (NYAM) re: possible future collaborative public health activities
21-Jul Elaine	Hosted an Early Childhood Resource Center Introductory meeting with Terri Heffernan (DOE). Nancy Harger (LSL) and Len Levin (LSL) regarding the role of the CATCH library project in Community Partnership for Children Commonwealth of Massachusetts, Dept. of Education.
26-Jul Javier	Attended Reforma Northeast meeting at Worcester Public Library
June 26-27 Elaine	As past president, attended BLC retreat, Contuit, MA.

Attachments:

- Attachment 1: New Technologies In Information (quarterly report)**
- Attachment 2: Massachusetts AHEC Learning & Library Resources Services Program (quarterly report)**
- Attachment 3: The CATCH Project-Central Mass Access to Child Health Information (quarterly report)**
- Attachment 4: Consumer's Boston AIDS Information Outreach Project (CBAIOP) (quarterly report)**
- Attachment 5: Vermont Cooperative Consumer Health Information Project (quarterly report)**
- Attachment 6: Access to Resources for Community Health-Health Information Outreach through ARCH: (quarterly report)**
- Attachment 7: Consumers' Boston AIDS Information Outreach Project-(final report)**
- Attachment 8: NELINET Co-Sponsors Library/Publisher Forum**
- Attachment 9: BRANCHING OUT-Newsletter article on MedlinePlus**
- Attachment 10: Information Technology Skills For Social Workers (quarterly report)**
- Attachment 11: Health Information Outreach-to the Greater New Bedford Community (quarterly report)**
- Attachment 12: Environmental Health Information for Consumers (quarterly report)**
- Attachment 13: HIV/AIDS Outreach Project (quarterly report)**
- Attachment 14: An Outreach Project to Train Members of Health Related Support Groups in Finding Valid Information on the Internet (quarterly report)**
- Attachment 15: New Technologies in Information Access-(final report)**
- Attachment 16: Plain Language Health Information Project**

- Attachment 17: Data Detective-Finding the Jewels of Health Data**
- Attachment 18: Thank You Letter from South Shore Health and Educational Foundation**
- Attachment 19: PubMed Trainings-Donna Berryman**
- Attachment 20 Position Announcement**